



KanCare 2.0 Provider Meetings

Fall 2018







Celtic Insurance
Company
(Provider Network)

Health Insurance Marketplace

Kansas Medicaid

Medicare Advantage













Our beliefs





LOCAL APPROACH

Quality healthcare is best delivered locally. Our care coordination program is integrated and delivered by local staff. The result is meaningful job creation in communities we serve.



CARE COORDINATION

Our care management program provides a medical home for members. We partner with trusted providers so members receive the right care, in the right place, at the right time.



HEALTHCARE COMPLIANCE

Quality performance is monitored by State of Kansas and Healthcare Effectiveness Data and Information Set (HEDIS) reporting.



CULTURAL SENSITIVITY

We have a diverse membership with different cultures represented. We have partnerships in communities to support the social, ethnic and economic conditions of members.

9/21/2018





- Easy, online "Contract Request Form" on sunflowerhealthplan.com
- Guides based on provider type (Solo, Group Practice, Facility)
- Unique Contract Request forms for behavioral and medical provider types



Checking contract status



To check the status of a contract or amendment:

Email Contracting at sunflowerstatehealth@centene.com
Call the Contracting Team at 1-877-644-4623

Sunflower may reach out to the provider during the contracting process once the contract and credentialing materials are returned to request additional information or clarification.

Providers will receive a credentialing letter with a credentialing date. An executed Agreement will follow. The Agreement has the effective date – which is the participating date or PAR date.



Contracting & Network Development Department

Provider Relations

General Email

- * Onsite trainings
- * Clarification of policies
- * Secure Portal Help
- * Bulletin education
- * General questions/concerns

Provider Network

Specialist

Practitioner changes such as:

- * Roster submissions
- * Demographic updates
- * Panel/member assignment and general questions

Contracting

General Email

Provider changes such as:

- * Name, NPI/TIN changes
- * Mergers or acquisitions
- * License
- * Suspension/terminations
- * Lapse in insurance
- * Additional services being added

General Emails for - Provider Relations: <u>providerrelations@sunflowerhealthplan.com</u>
Contracting: <u>sunflowerstatehealth@centene.com</u>

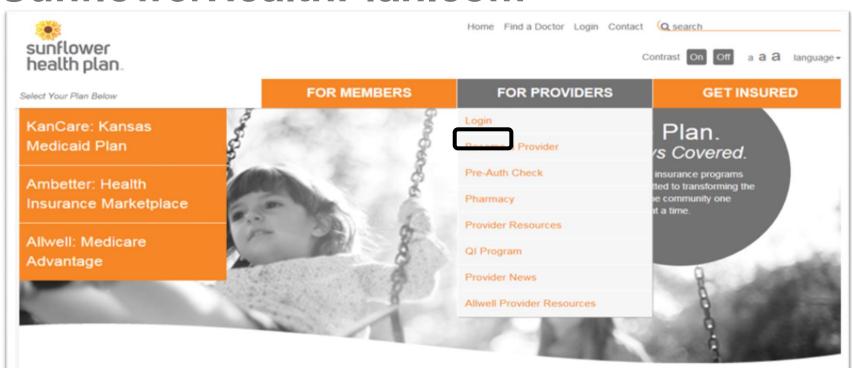




Secure Provider Portal: Features and Functionality



SunflowerHealthPlan.com





Find a Doctor

Finding a doctor is quick and easy. Search for Primary
Care Providers, hospitals, pharmacies and more



Get Insured

Get more information on the health coverage we



Ambetter from Sunflower Health Plan

Secure Provider Portal











Features

Join Our Network

CREATE ACCOUNT

The Tools You Need Now!

Our site has been designed to help you get your job done.



Check Eligibility

Find out if a member is eligible for service.



Authorize Services

See if the service you provide is reimbursable.



Manage Claims

Submit or track your claims and get paid fast.

Login	
User Name(<i>Email</i>)	
Password	
Login	
Forgot Password / Unlock Account	

Need To Create An Account?

Registration is fast and simple, give it a try.

Create An Account

How to Register

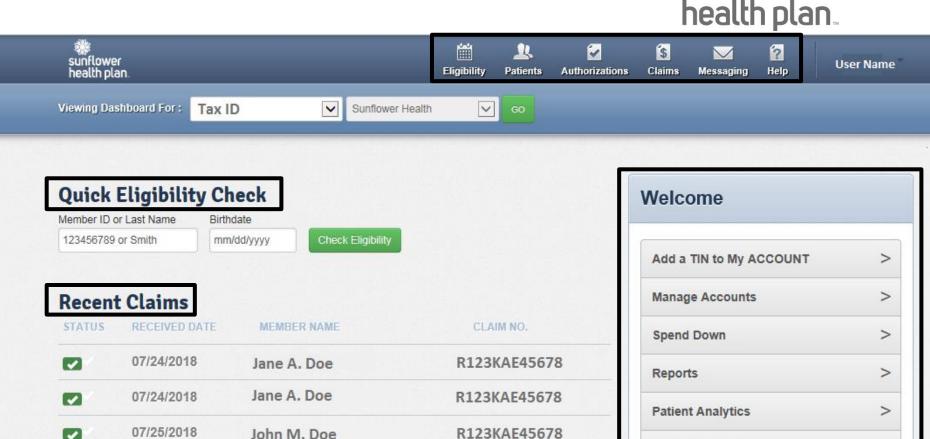
Our registration process is quick and simple. Please click the button to learn how to register.

Provider Registration Video

Provider Registration PDF

Portal Dashboard





Provider Analytics

>

Date Activity

John M. Doe

Jannie A. Doe

0

07/25/2018

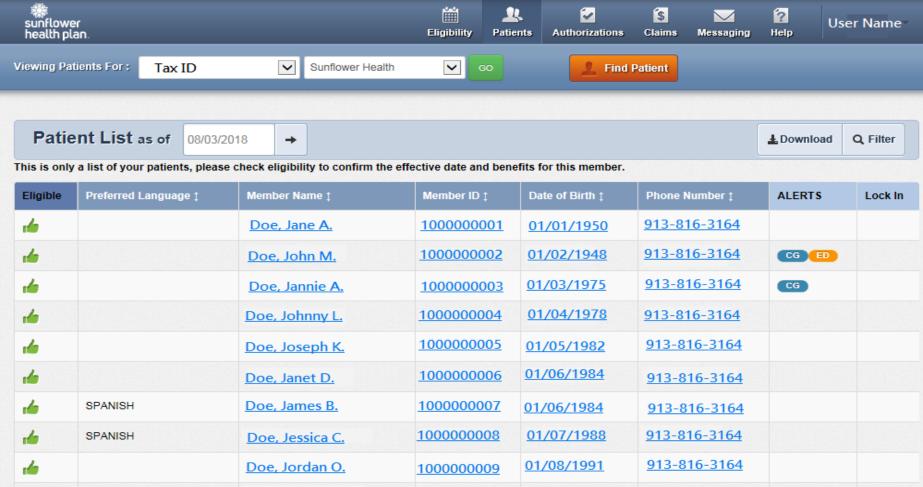
07/31/2018

R123KAE45678

R123KAE45678

Patient View





276 items found, displaying 1 to 10. Page 1/28 1,2,3,4,5,6,7,8 Next Last

Claim Submissions



Saved: Claims that have been **entered and not yet submitted** will be stored in the "Saved" tab for you to review and submit when you are ready.

Submitted: Insert a date range and/or confirmation number to view claims submissions and their status.

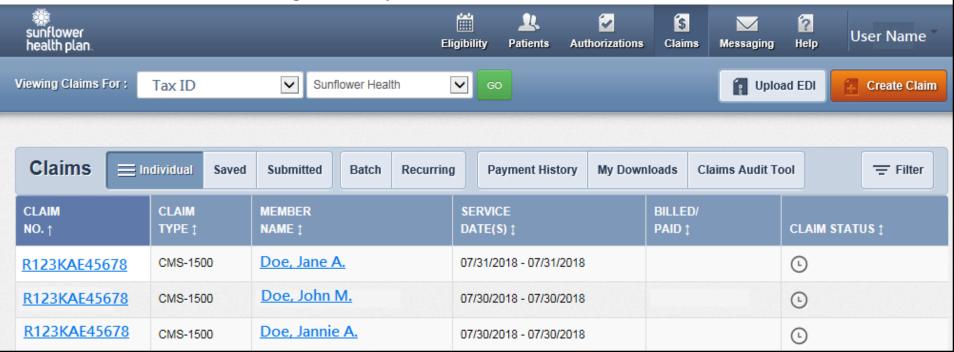
Batch: The last 24 months of batch claims submission data is available online.

Recurring: Multiple LTC Claim Submission claim wizard feature developed to allow Sunflower Health Plan <u>LTC</u> <u>providers</u> to submit <u>multiple recurring claims easily</u>. The wizard saves time and reduces errors.

Payment History: See your transaction history – check number, check date, mailing address and payment amount – downloadable option available also!

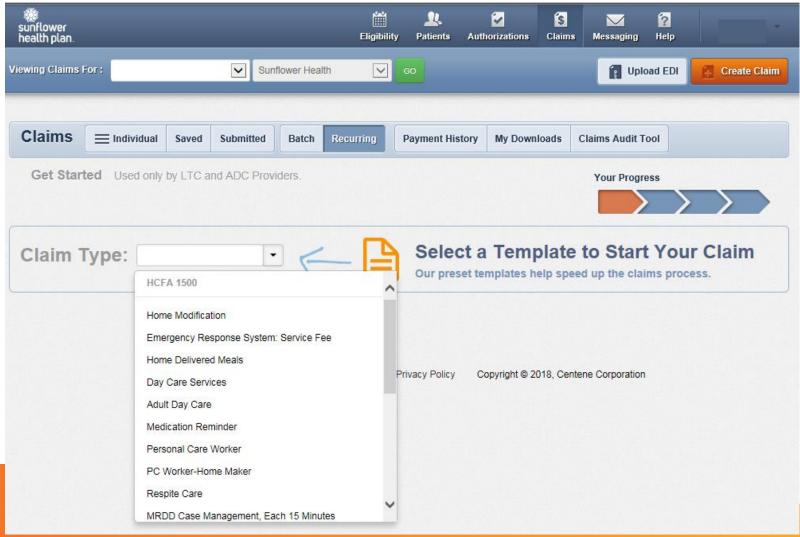
Can void and recoup a claim on the portal

Perk of the Portal: Submit recurring claims for your members with ease and no error.



Long Term Care (LTC) Claim Submission

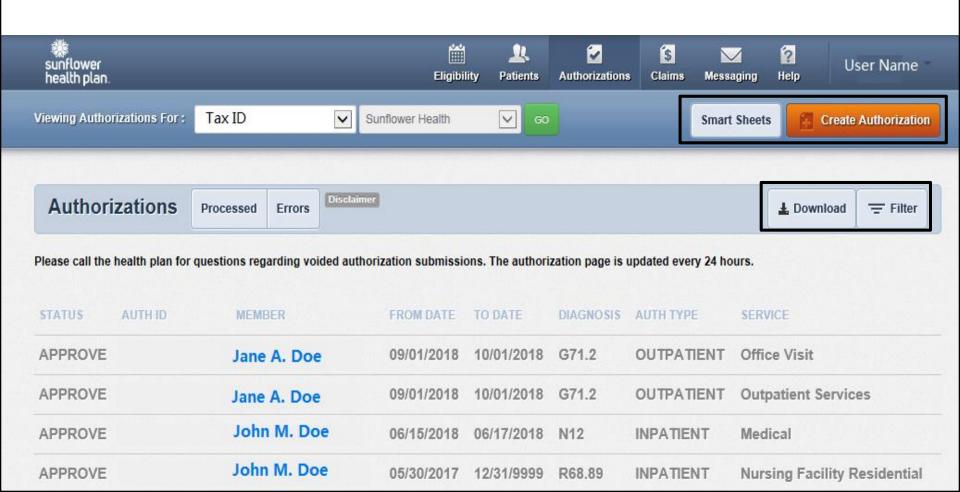




Authorizations Tools



Create Authorization: After using the "Prior Auth Needed?" tool on the www.sunflowerhealthplan.com website, request prior authorization for member procedures.





Provider Services



Customer Service



- Providers can call our local Customer Service team when they have needs outside of what is available through the Secure Portal.
- When calling for assistance, please have the following information:
 - The Sunflower claim number
 - The ember's Medicaid ID #
 - The date of service (DOS) on the claim
 - Total billed charges
 - The Tax ID # or NPI for the provider
 - Provider contact information



Customer Service



Our Provider Services Reps can assist providers with the following:

- Member Eligibility and Benefits
- Find a Participating Network Specialist
- Claims Status and Questions about a Processed Claim
- Secure Portal Resets
- Identify your Provider Relations Representative
- Assist with filing a Reconsideration
- Appeal status
- Prior Authorization Requirements
- Assist with Care Manager referral for a Sunflower member

When working with one of our Customer Service or Provider Relations staff, please make sure you note in your file the name of the person you spoke with and the date and time of the call.



Provider Relations Territory Map





DAVE VOSS

DERRICK RICHARDSON 913-403-6854 derichardson@sunflowerhealthplan.com

tamadams@sunflowerhealthplan.com

785-250-5532

davoss@sunflowerhealthplan.com

TAMMY ADAMS 785-207-4926

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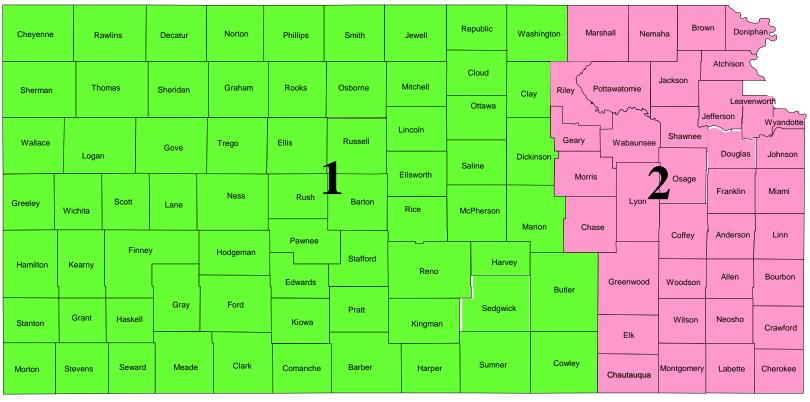
MARC MADDEN 316-680-8968 mmadden@sunflowerhealthplan.com

mswain@sunflowerhealthplan.com

LAURA BLACK-JOHNSON 620-212-8802 lbjohnson@sunflowerhealthplan.com

Provider Relations LTSS/HCBS Territory Map





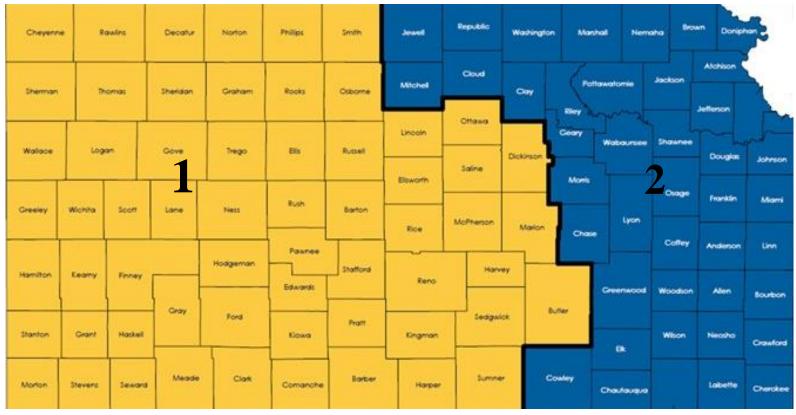
EMILY GAGNEBIN 316-218-2019 egagnebin@sunflowerhealthplan.com

ALANA DOTSON 316-249-2172 adotoson@sunflowerhealthplan.com



Behavioral Health Provider Relations Territory Map





Leon Frankiewicz 913-401-4210
Leon.R.Frankiewicz@sunflowerhealthplan.com

Kate McLaughlin
Katherine.W.McLaughlin@sunflowerhealthplan.com



Medical Management Department

Utilization Management (UM)

Care Management (CM)

Prior Authorization

Inpatient and Outpatient Medical Services Forms: 1-888-453-4316 (fax)

Admissions/Face Sheet/Census:

1-866-965-5433 (fax)

Concurrent Review - Clinical:

1-877-213-7732 (fax)

Behavioral Health:

1-844-824-7705 (fax)

By Region

- 1 Region1CM@sunflowerhealthplan.com
- 2 Region2CM@sunflowerhealthplan.com
- 3 Region3CM@sunflowerhealthplan.com
- 4 Region4CM@sunflowerhealthplan.com
- 5 Region5CM@sunflowerhealthplan.com
- 6 Region6CM@sunflowerhealthplan.com







THANK YOU!

sunflowerhealthplan.com

